

360 Incident Response Services

EXPERTS WITH IMPACT™

FTI CONSULTING™

Delivering Comprehensive Expertise:
Cybersecurity, Data Privacy and Communications

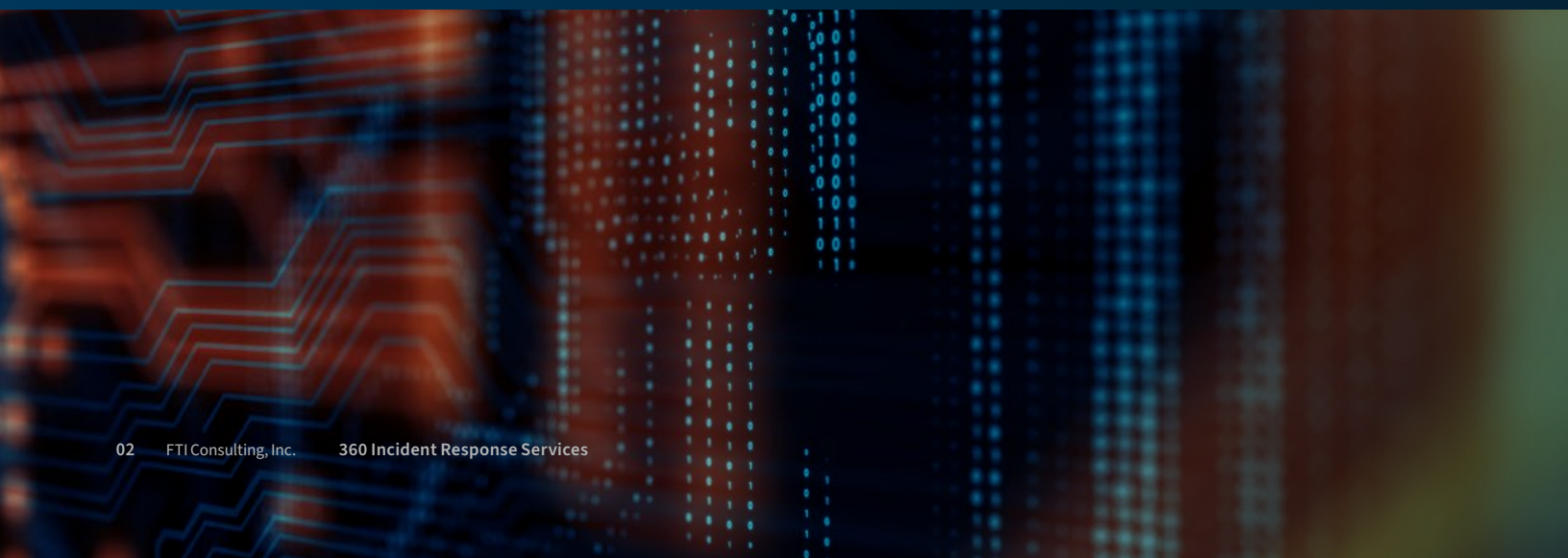
FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk, and resolve disputes: financial, legal, operational, political & regulatory, reputational, and transactional. Individually, each practice is a leader in its specific field, staffed with experts recognized for the depth of their knowledge and a track record of solving seemingly insurmountable challenges.

Cyber attacks and data breaches are skyrocketing around the world, as are the financial implications of these incidents. According to IBM Security's Cost of a Data Breach 2026 Report, data breach costs rose to more than $4.99 million USD, the highest average total cost in the history of the report. When personal or other sensitive data is compromised, the stakes are even higher.

Around the world, data privacy regulations are ramping up in enforcement and global data protection laws have added millions to the cost of corporate compliance. Investigating these incidents is costly, complex, and can be highly disruptive to a business, and negative media coverage or stakeholder blowback can result in significant and long-term reputational damage.

Effective incident response is paramount in mitigating financial and reputational setbacks, avoiding legal and regulatory repercussions, and restoring trust. FTI Consulting experts understand the criticality of executing an immediate, decisive, and multi-disciplinary response to limit long-term damage. Our incident response capability seamlessly integrates across existing mission-critical functions and is backed by expertise in responding to all types of threats and risk factors.

Our 360 Incident Response offering includes a custom application of all fundamental incident preparedness and response components. Our client-centric approach maximizes efficiency and effectiveness across every phase of the incident response lifecycle: Preparation, Detection & Analysis, Containment & Eradication, and Remediation.



Why FTI Consulting

We are a leading provider of independent cybersecurity, privacy, information governance, and risk management advisory services, coupled with a team of seasoned crisis communications professionals who specialize specifically in these issues. We work with your organization to develop and implement processes and tools to effectively and holistically respond to a cyber incident or investigation.

Multidisciplinary Expertise

— Intelligence-led, expert-driven, strategic approach to cybersecurity and data privacy challenges

— Core team from intelligence agencies, law enforcement, and global private sector institutions

— Experts with an average of 20 years of experience advising or managing some of the most complex and high-profile data security and privacy incidents around the world

Globally Positioned

— Ability to respond anywhere in the world

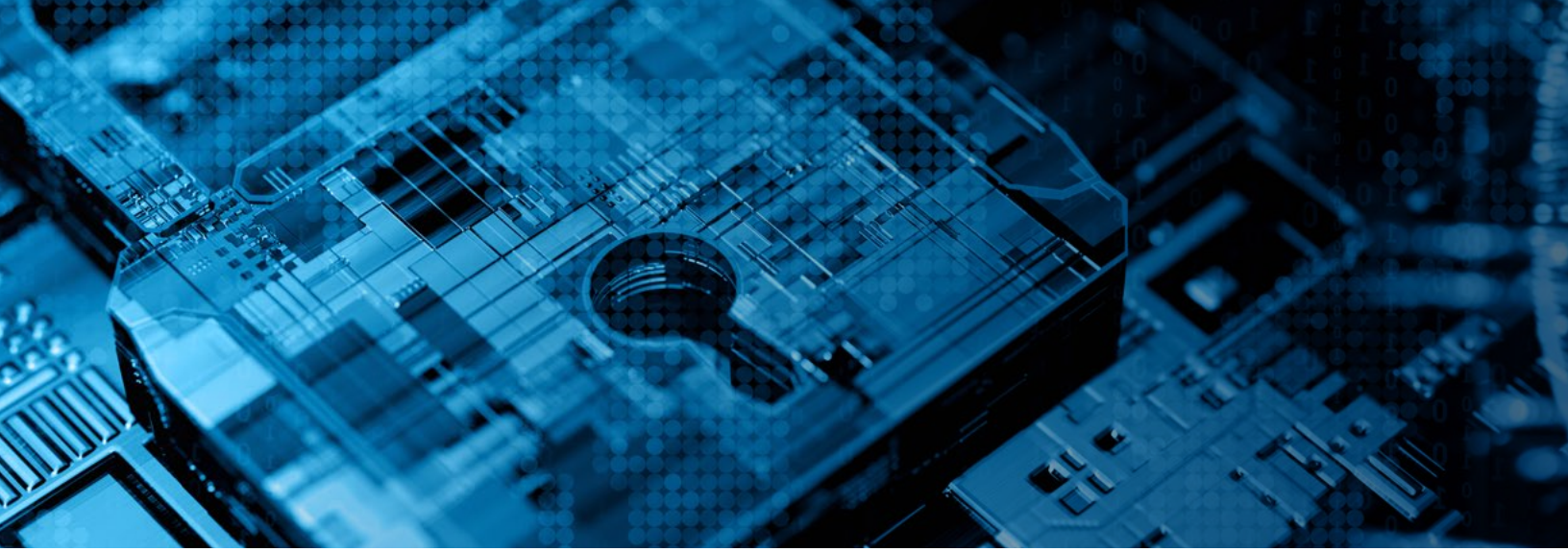
— Ability to staff the largest and most complex engagements and investigations

— Relationships with the top global intelligence agencies, regulatory authorities, and private agencies

Integrated & Comprehensive

— Comprehensive services include crisis communications, e-discovery, forensic investigations, and more

— Seamless integration of FTI Consulting's expertise across service offerings



360 Incident Response

Whether it's ransomware, business email compromise, a trusted insider, or foreign actor, we provide complete cyber incident response solutions, including preparedness and response planning, incident response, analysis, identification, containment, eradication, mitigation, system refinements, and ancillary mission support functions.

Our Integrated Offering

Cybersecurity

Incident Response & Investigations

Strategic Communications

Crisis Communications

Privacy

Data Identification & Notification

Incident Response Services



Preparation

Being ready for cyber threats is fundamental to the success of your incident response program. This phase involves establishing and training an incident response team and developing appropriate tools and resources you will need for each aspect of incident response. We work with your business to select and implement controls based on the results of our risk assessments to limit the number of potential incidents your organization may face.

Containment & Eradication

To contain the incident, our experts remove malicious code, actor accounts, unauthorized access, and isolate all potentially compromised systems to prohibit data from leaving networks and prevent further damage. Through digital forensic analysis, we proactively identify and block all known indicators of compromise to mitigate cyber risk and eliminate the threat.

Detection & Analysis

Residual risk inevitably persists after controls are implemented. Early steps to identify, detect, and analyze threats facing your networks are key to developing effective containment and eradication strategies. Once an incident is identified, we combine the resources and tools necessary to determine the scope, impact, and appropriate response. These efforts determine the source of the incident and preserve necessary forensic artifacts.

Remediation

Once the incident has been contained and eradicated, recovery can begin. We provide specific, technical guidance on remediation recommendations, including any additional tools, technologies, and capabilities to ensure best practices are employed efficiently and effectively. Our team can conduct follow-on assessments, testing, and exercises to improve the strength and resiliency of your network, incident response team, and broader organization.

Crisis Communications for Cybersecurity and Data Privacy

FTI Consulting's communications experts, specialized in cybersecurity and data privacy issues, work around the clock to help clients manage all aspects of crisis communications during incident response. We help our clients communicate proactively, transparently, and truthfully about any detected incident that needs to become public, and we actively develop messaging during the crisis.

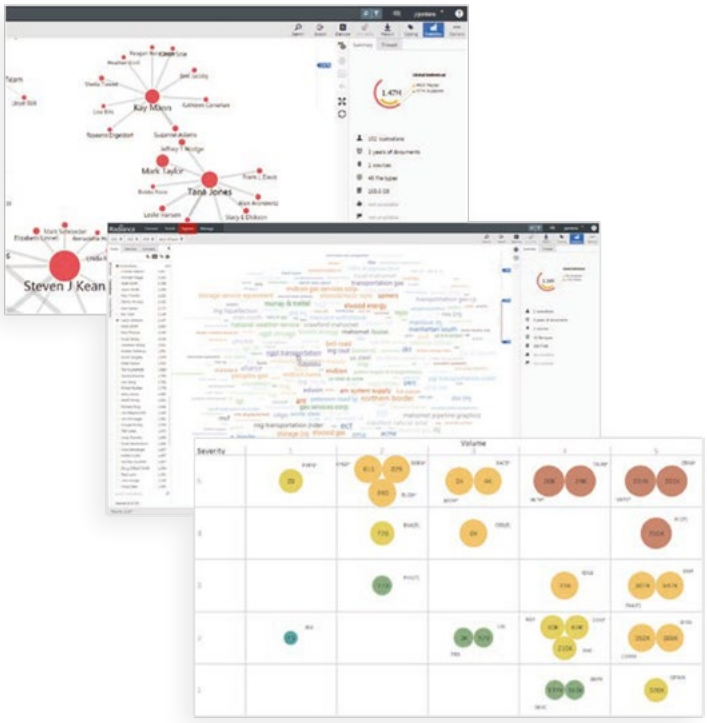
As integrated members of an organization's core incident response team, we work together to assist our clients by:

- Providing on the ground, around the clock crisis communications support for active breach matters
- Developing an all-inclusive cybersecurity incident communications playbook to help the organization communicate accurately, swiftly, and intentionally to control the narrative and mitigate business and reputational risks before and after a breach is disclosed
- Creating thoughtful, cross-stakeholder messaging and coordination with legal teams on reviews and approvals to protect privilege
- Coaching stakeholder-facing executives and employees on messaging delivery and navigating difficult conversations in the heat of a crisis
- Tapping into our extensive relationships with third-party partners and cybersecurity-specific reporters to help provide context to the incident and ensure balanced media coverage
- Managing all aspects of media relations and utilizing our well-established relationships with cybersecurity-specific reporters as well as Tier One business and technology reporters
- Leveraging our digital media tools to provide breaking news alerts on both traditional and social media channels as well as comprehensive media monitoring reports to keep leadership abreast of coverage developments

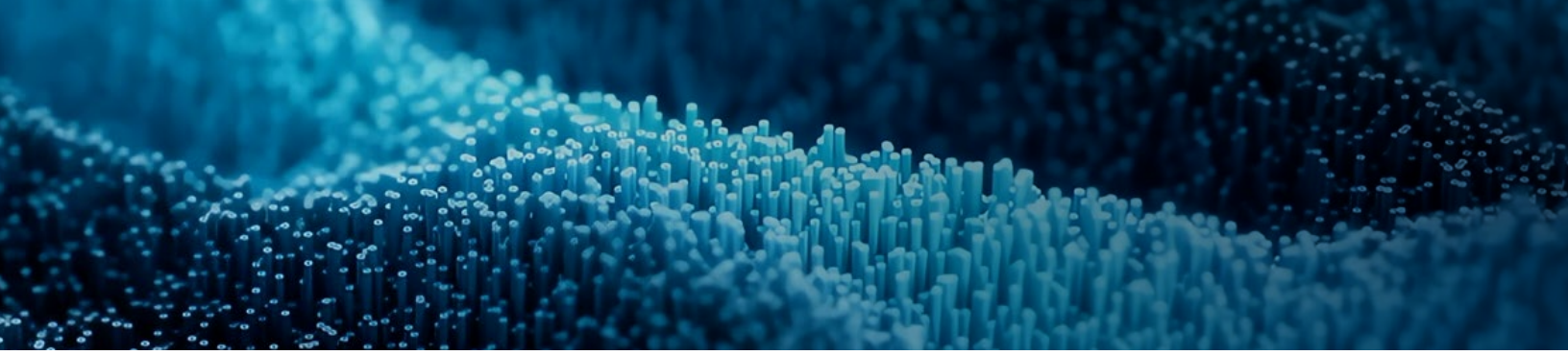


Data Privacy Support Services

Understanding the scope, sensitivity and risk associated with impacted data requires a disciplined privacy-led approach. FTI Consulting helps organizations identify, classify and analyze personal and sensitive data across structured and unstructured sources, helping legal, privacy and response teams make informed decisions quickly.



- Rapidly identify where personal or sensitive data may reside across a wide array of data types and languages with FTI Consulting's proprietary search methodology with pre-built complex pattern matching
- Automated detection of high-risk and sensitive data categories to inform legal, privacy and risk assessment decisions
- Analytics-powered managed review and research services to scale and accelerate privacy analysis
- Applied machine learning to accelerate review and mapping of critical and sensitive data
- Engineer and deploy tailored, advanced analytics capabilities to leverage artificial intelligence, machine learning, and data mining technologies

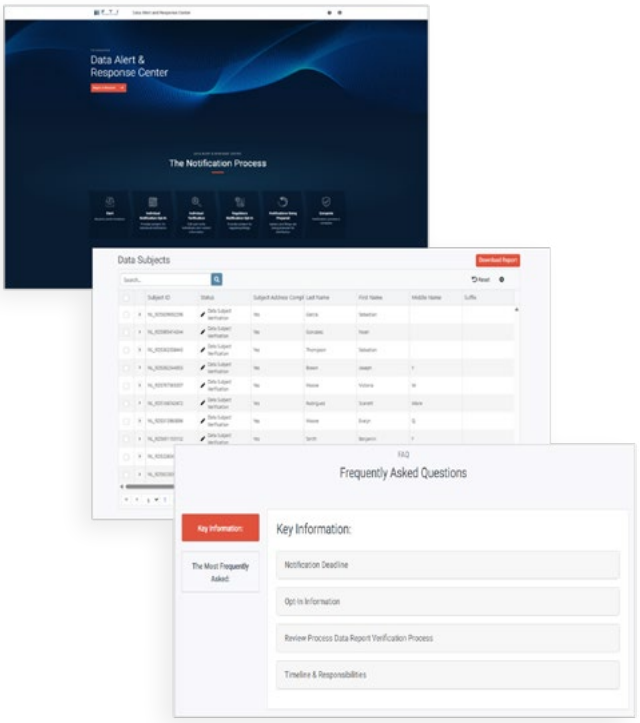


Notification Support Services

Following a data security incident, notifying affected commercial customers, individuals and regulators can require significant coordination across legal, regulatory, operational and customer-facing workstreams. FTI Consulting helps clients manage and operationalize this process from notification strategy and customer engagement through data coordination, execution, tracking and reporting.

FTI Consulting Data Alert & Response Center

A secure, centralized portal developed by FTI Consulting's cybersecurity and privacy experts to help organizations coordinate and streamline customer notification activities following a data security incident.



— **Secure Data Report Sharing**
Securely provide affected customer organizations with reports identifying impacted individuals and relevant information for review, validation and update.

— **Notice Decision Collection**
Enable affected customer organizations to document and communicate decisions regarding individual and regulatory notification.

— **Data Subject Address Collection & Validation**
Allow customers to review, validate and update contact information for impacted individuals to support accurate and efficient notification.

— **Support & Resources**
Provide centralized access to FAQs, notification templates, discussion forums, secure file exchange and meeting-request capabilities, helping customers communicate directly with the lead response team.

— **Visibility, Reporting & Scale**
Provide response teams with centralized visibility into notification status and progress, enabling coordinated follow-up and helping manage high volumes and complex notification requirements with consistency and accountability.



Complex Investigations & Litigation

Our team routinely tackles global, large-scale, and complex issues that often stem from data privacy related concerns, and demand intricate solutions. We quickly unearth key facts and data sets to enable timely and strategic decisions in investigations, leading to cutting-edge and data- driven results.

Litigation Support

Our team supports clients facing high-stakes litigation, including class action data privacy cases, arbitration and compliance investigations, and regulatory scrutiny.

Expert Witness Testimony

Our testifying experts have decades of experience, which is needed to be effective and demonstrate confidence during testimony and in written submissions, and to verify results and findings.

Evidence Collection, Handling, & Preservation

Our team provides cyber readiness and incident response support using expert services, methodologies, and tools that help companies and their legal advisors understand technology dependent issues.

Forensic Analysis & Complex Modeling

We have proven success at uncovering the facts and getting to the bottom of complex incidents using creative approaches. Our experts have the ability to untangle and understand cybersecurity attribution to determine what exactly happened. Using extensive experience and state-of-the-art tools, our team recovers, searches, and analyses massive amounts of data at the speed demanded by litigation.

Data Breach Class Action

We are well-suited to handle complex, class action cases that require a multidisciplinary approach to dispute resolution. Our team plays a pivotal role for clients by:

- Conducting an initial exposure assessment
- Quantifying damages and business valuations
- Providing industry-savvy settlement advice, large-scale case processing, sound scoring, and settlement compliance review

Uniquely Equipped to Solve Complex Problems

- Rapid response and surge capabilities anywhere in the world within 24 hours
- Hundreds of dedicated cybersecurity and data privacy experts, investigators, and incident responders
- Independent credentials led by executives with decades of experience at the highest levels of law enforcement and intelligence agencies
- World-class communications team can provide immediate and scalable messaging and engagement support should a communication issue arise following an investigation

Our Experience

CASE STUDY

Critical infrastructure ransomware attack



FTI Consulting was engaged by the largest pipeline in the U.S. that provides the east coast with nearly half of its fuel supply following a criminal ransomware attack that led to the company suspending all operations for six days. The event, which resulted in significant fuel shortages and emergency legislation in 17 states, has been positioned as among the largest national security incidents and critical infrastructure attacks resulting from a cybersecurity incident in United States history. In the immediate aftermath of the attack, we led the development of the communications strategy, produced materials for all company stakeholders, and managed media relations efforts to reduce misinformation and support the company's restoration process. In addition, FTI Consulting created materials for daily briefings with high-ranking officials within the Biden Administration, the U.S. Department of Energy, the U.S. Department of Homeland Security, and the National Security Council. FTI Consulting advised the CEO in advance of Senate and House Homeland Security Committee testimonies and continues to serve as an advisor to the Company as it enhances its cybersecurity program.

CASE STUDY

International telecommunications provider experiences data breach



FTI Consulting was retained by a major telecommunications provider, following a data breach that impacted more than 900,000 data subjects. This drew a significant regulatory attention and litigation, likely to result in a group litigation order. We began our investigation by determining specific events which led to this data breach, analyzing what technical and organizational measures were in place before the incident, and if a client's third-party provider was responsible. Our expert analysis identified negligent activity by one of the client's service providers, which had the potential of a multimillion-pound difference to the client's liability. Further, our report provided sufficient detail and background to allow the ICO to close their investigation with no adverse findings.

CASE STUDY

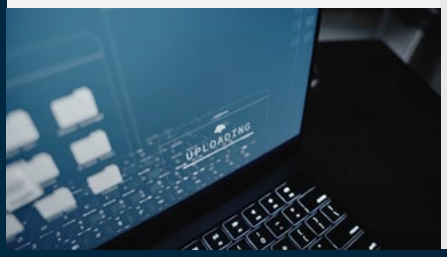
Global fashion retailer experiences breach



A major online fashion retailer that ships to over 80 countries experienced a security breach that affected millions of customers. The sophisticated cyber attack on the company's computer network initially went undetected, allowing the attackers to move freely through their systems for over two months. FTI Consulting was hired to provide intelligence services to identify whether any customer data from the breach was posted on the dark web and if so, what data was exposed. Using our proprietary dark web threat intelligence tool, the team was able to quickly identify that customer data was posted in two locations, auctioned for sale, and ultimately exchanged between criminal actors. We also verified the exact number of affected customers and determined that the stolen information posted and sold on the dark web was limited to email addresses and encrypted passwords. Leveraging our communications experts, an in-bound call center was up and running in less than a week and scripts in multiple languages were developed for servicing calls and online chats for affected customers.

CASE STUDY

High-profile software company has data compromised



FTI Consulting was engaged by a U.S.-based software company in response to a massive cyber attack impacting nearly 20,000 organizations. The company required assistance to rapidly review and identify sensitive personal information across compromised global email accounts. Following breach notification obligations to the EU data protection regulator and data subjects impacted, we analyzed and identified the types and severity of personal data compromised. We implemented a robust, proprietary privacy analytics methodology to identify and prioritize the most sensitive data, which resulted in 100K+ documents reviewed in multiple languages, and 37K documents with sensitive data. Our efforts saved the client time and significant expense by eliminating manual review of 1.9 million documents (95% reduction).

CASE STUDY

U.S. Regional bank compromised via third party

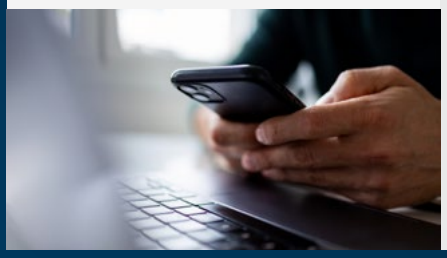
FTI Consulting was engaged by one of the largest, publicly traded regional banks in the U.S. in response to a supply chain attack. We developed robust scenario planning and created a comprehensive playbook for communicating to key stakeholders in preparation for the release of the bank's data by threat actors, as well as provided guidance on best practices for triaging stakeholder requests. We also assembled a team of financial and crisis communications professionals to advise on investor relations, regulatory engagement, and communications with government sponsored entities. Our efforts have positioned the client to respond to a series of likely scenarios should the incident become public and the data is leaked.



CASE STUDY

Credential stuffing incident at a major technology company

FTI Consulting was hired by a large home security company to provide technical investigative and remediation services, and strategic communications counsel, following a highly-scrutinized credential stuffing incident. We conducted a forensic investigation into the attack and identified with high confidence the threat actors responsible, and the area of the client's infrastructure that was targeted. We also conducted a comprehensive risk assessment on the technology infrastructure of the client's products and identified areas for improvement. To control the conversation around the attack, we created a communications playbook that included key messages, holding statements, Q&As, outreach plans, and other collateral tailored to key stakeholder groups. After the incident, we developed a long-term positioning plan that helped the client reframe the narrative and minimize potential reputational impacts around future product launches by guiding media outreach, monitoring digital conversation trends, and developing a strategy to communicate around key milestones and advancements the company made on their journey to transform their security program.



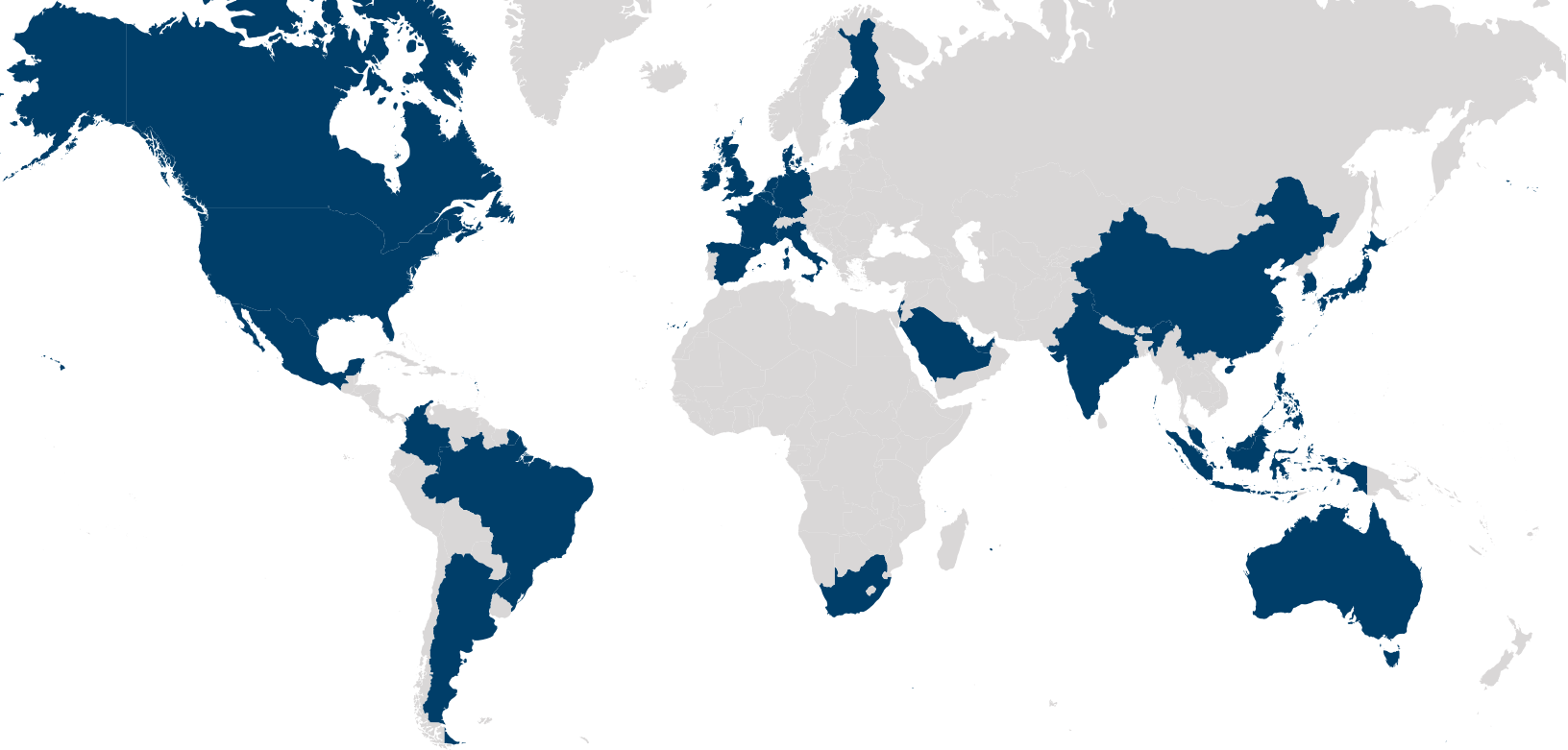


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Each practice is a leader in its specific field, staffed with experts recognized for their depth of knowledge and a track record of making an impact. Collectively, FTI Consulting offers a comprehensive suite of services designed to assist clients across the business cycle – from proactive risk management to providing rapid responses to unexpected events and dynamic environments.

Aerospace & Defense	Agriculture	Airlines & Aviation	Automotive & Industrial
Construction	Energy, Power & Products	Environmental	Financial Services
healthcare & Life Sciences	Insurance	Mining	Public Sector & Government Contracts
Real Estate	Retail & Consumer Products	Telecom, Media & Technology (TMT)	Transportation & Logistics



EXPERTS WITH IMPACT™

With offices in every major financial center and every corner of the globe, we successfully serve our clients wherever challenges and opportunities arise.

Our clients include Fortune 500 corporations, FTSE 100 companies, global banks, major and local law firms and state and national governments and agencies in the U.S. and other countries. In addition, major U.S. and international law firms refer us or engage us on behalf of their clients.

32

Countries

1982

Year founded

8,100+

Employees worldwide

NYSE:FCN

Publicly traded

95

95 of Fortune Global 100 corporations are clients

99

Advisor to 99 of the world's top 100 law firms

82

Advisor to 82 of the top 100 private equity firms on the Private Equity International 300 list

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EXPERTS WITH IMPACT™

FTI Consulting is the leading global expert firm for organizations facing crisis and transformation.

FTI Consulting is dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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